



**THE RELATIONSHIP BETWEEN COMPETENCY AND ATTITUDE
TOWARDS JOB PERFORMANCE OF NON-ACADEMIC STAFF IN
UNIVERSITI TUN HUSSEIN ONN MALAYSIA (UTHM)**

NURHIDAYAH BINTI MOHD SAMIAN

2011414158

NABILLA NAZAN BINTI RAHMAN

2011225894

BACHELOR OF BUSINESS ADMINISTRATION (HONS)

IN HUMAN RESOURCE MANAGEMENT

FACULTY OF BUSINESS MANAGEMENT

UNIVERSITI TEKNOLOGI MARA (UiTM)

MALACCA CITY CAMPUS

JUNE 2014

APPLIED RESEARCH PROJECT



BACHELOR OF BUSINESS ADMINISTRATION
(HONS) HUMAN RESOURCE MANAGEMENT
FACULTY OF BUSINESS MANAGEMENT
UNIVERSITI TEKNOLOGI MARA
MALACCA CITY CAMPUS
"DECLARATION OF ORIGINAL WORK"

Name : **Nurhidayah binti Mohd Samian** I/C Number: **911106-01-5882**

Name : **Nabilla Nazan binti Rahman** I/C Number: **910424-01-6894**

- This work has not previously been accepted in substance for any degree, locally or overseas and is not being concurrently submitted for this degree or any other degrees.
- This project paper is the result of my independent work and investigation, except where otherwise stated.
- All verbatim extracts have been distinguished by quotation mark and sources of my information have been specifically acknowledged.

Signature : | Date:

Signature : | Date:

ABSTRACT

This study is an attempt to identify the relationship between competency and attitude towards job performance in Universiti Tun Hussein Onn Malaysia (UTHM). As Malaysian may become developed nation on year 2020, each organization must address on many challenges. So, each of an organization must have valuable human capital which called as employees. When employees must be very competent and very good attitude towards organization, the increment of job performance will excellent. Competency is assumed as systematic approach to aligning individual performance to business strategy and goals. It does also can be individual's ability to do job which is involve knowledge and skills. Attitude is reaction among employees while they are working. While, job performance as total expectation of employers toward their employees who are different character when working. Many researchers debated either competency or attitude give greater impact toward job performance in organization.

A questionnaire was used as the main data collection method. This study is conducted at UTHM's. There are 331 respondent from different education background and grade. This are form of from 2400 number of non-academic staff involve on this survey. Pearson Coefficient Correlation analysis was used to be find direction and strength of correlation between each dependent and independent variables. Our dependent variable are job performance; independent variables are competency and attitude. The result analysis for this study found that, there is significant on both independent variable towards dependent variables. Furthermore, for the result give greater impact on job performance is attitude among employees.

Last but not least, in order to encourage the future research on this area of study, researcher state a few recommendations. It will be highlighted the ideas for more factors that involve to improve job performance among employees on the organization.

LETTER OF SUBMISSION

3rd June 2014

The Head of Program
Bachelor of Business Administration (Hons) Human Resource Management
Faculty of Business Management
Universiti Teknologi MARA
75300 Jalan Hang Tuah
MELAKA

Dear Sir/Madam,

SUBMISSION OF PROJECT PAPER

Attached is the project paper titled **"THE RELATIONSHIP BETWEEN COMPETENCY AND ATTITUDE TOWARDS JOB PERFORMANCE OF NON-ACADEMIC STAFF IN UNIVERSITI TUN HUSSEIN ONN MALAYSIA (UTHM)"** to fulfil the requirement as needed by the Faculty of Business Management, Universiti Teknologi MARA.

Thank you.

Yours sincerely,

NURHIDAYAH BINTI MOHD SAMIAN
2011414158

NABILLA NAZAN BINTI RAHMAN
2011225894

TABLE OF CONTENTS	PAGE
ACKNOWLEDGEMENT	i
TABLE OF CONTENTS	ii
LIST OF TABLES	v
LIST OF FIGURE	vi
ABSTRACTS	vii

CHAPTER ONE

1. INTRODUCTION

1.1	Introduction of Study	1
1.2	Background of Study	2
1.3	Company Background	4
1.4	Problem Statement	5
1.5	Research Question	6
1.6	Research Objective	6
1.7	Significant of Study	6
1.8	Scope of Study	7
1.9	Definition of Term	8
1.10	Limitation of Study	8